



# Entergy Arkansas Low-Income Solutions Program Guidebook

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## Program overview

### Program description

The Entergy Arkansas Low-Income Solutions Program provides cost-effective energy-efficient measures to single-family, manufactured and multifamily homes throughout the Entergy Arkansas service territory. Through the program, participating trade allies perform energy audits and install energy-efficient upgrades as well as health and safety improvements at eligible homes. Energy-efficient upgrades may consist of measures such as air conditioner tune-ups, duct sealing, air sealing, and ceiling insulation. Health and safety improvements may include smoke detectors, carbon monoxide detectors and ventilation modifications, such as bathroom exhaust fans or other types of ventilation system repairs. Additionally, the trade ally technicians install energy-saving equipment such as low-flow aerators/showerheads, smart thermostats and smart power strips in the home.

### Program objectives

The primary objective of the Low-Income Solutions Program is to help homeowners and/or renters reduce their energy usage, possibly save money on their utility bill and improve the comfort of their home. The program will install energy-saving products and upgrades at no additional cost to the customer. In addition to the energy-saving products, qualified participants can apply to receive additional health and safety home improvements necessary in order to proceed with the energy efficiency upgrades to the home.

### Program contact information

Phone: **866-627-9177**

Email: **LowIncomeSolutionsEAL@icf.com**

Web: **entergyarkansas.com/lowincome**

### Program eligibility

Owners or renters (certifying required consent) of single-family, manufactured and multifamily homes are eligible for the Entergy Low-Income Solutions Program if:

- Entergy Arkansas provides retail electric service to the residence.
- The occupants meet the statewide Low-Income Home Energy Assistance Program income criteria.

Income criteria is updated annually and is located at: **[benefits.gov/benefit/1542](https://www.benefits.gov/benefit/1542)**.

All units in a multifamily apartment complex qualify whenever a property can demonstrate it is a participant in an Affordable Housing Program such as:

- Housing agencies receiving federal aid from the U.S. Department of Housing and Urban Development (HUD) for the management of housing for low-income residents.

- Properties that have at least 60% of their units set aside for occupancy by people with Section 8 vouchers.
- Properties built or purchased using a Section 515 Rural Rental Housing Loan.
- Properties built or purchased using Low-Income Housing Tax Credits (LIHTC).
- Properties participating in the state Weatherization Assistance Program (WAP) and braiding project funding through a qualified LIS partner.

Funds are limited and services are available in all Entergy Arkansas service territories on a first-come, first-served basis. For more information about other Entergy Arkansas programs, please visit [entergysolutionsar.com](http://entergysolutionsar.com).

## How to qualify

There are two ways to verify, qualify and enroll in the program.

- 1) Trade Ally Self-Certification – Participating trade allies that offer the Low-Income Solutions Program services will be able to provide an enrollment form that allows you to mutually verify eligibility in the program. A listing of participating trade allies in your area can be found here: [EntergyARTradeAlly.com](http://EntergyARTradeAlly.com).
- 2) Direct Program Engagement – Low-Income Solutions Program representatives may contact you directly if it is determined that your specific geography is considered broadly to meet the eligibility requirements.

## Program participation

STEP 1: Enroll in the Low-Income Solutions Program by contacting a participating trade ally or by emailing us at [LowIncomeSolutionsEAL@icf.com](mailto:LowIncomeSolutionsEAL@icf.com). For a list of participating trade allies, please visit [entergyarkansas.com/lowincome](http://entergyarkansas.com/lowincome).

STEP 2: Schedule an appointment to have a trade ally visit your home to conduct an energy assessment and provide applicable direct install measures. The technician will determine if your home is a candidate for additional measures and connect you with trade allies who could perform them. An adult representative should plan to be present for the duration of the energy assessment and direct measure installation, which will take up to two hours. For weatherization and equipment services, a more in-depth energy assessment can take up to four hours.

STEP 3: Sign the completed participation document, and please provide any comments or suggestions about the program.

## Sightline Mobile (SLM) and Beacon audits

Depending on your home's energy usage and size, you may be eligible for either an SLM energy audit or a more detailed Beacon energy audit. Both identify ways to save energy in your home, and you will be eligible to receive qualifying energy-saving products at no additional cost to you from a trade ally.

## SLM audit

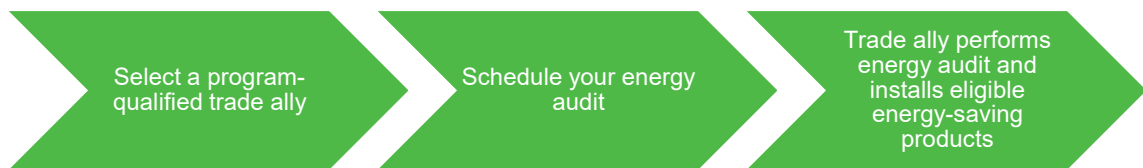
During the SLM audit, trade allies install products such as advanced power strips, showerheads and kitchen/bath aerators. These measures will instantly save energy and money when properly installed and used. These measures will be installed at no additional cost to the customer. The audit also will provide insights into other ways to use energy wisely and opportunities to reduce your energy spend.

## Beacon audit

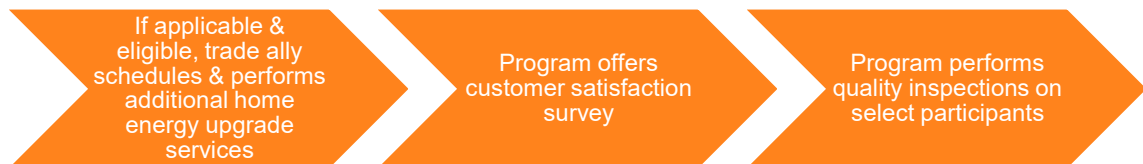
The Beacon audit is a comprehensive evaluation of your home's energy use. This audit provides recommendations on ways to save energy and will enable eligible customers to start the process toward weatherization improvements. Trade allies evaluate the interior and exterior of the home (i.e. the building envelope) and record specific information about the existing conditions and proposed improvement opportunities. The Beacon audit also includes diagnostic testing to determine air infiltration and/or duct leakage. For any insulation improvements, a pre- and post-installation blower door test must be performed to confirm air leakage reduction. For any duct sealing improvements, a pre- and post-duct blaster test to confirm duct leakage reduction also must be performed. Upon completion of the pre-weatherization test results, and any necessary health and safety improvements, trade allies can then begin weatherization work for the participating home.

## Participation journey

### All participants



### Select participants



## Program benefits

To receive certain measures, homes must have a ducted central heating and air conditioning unit(s) installed prior to participation in the Low-Income Solutions Program. The benefits available through participation in the program are described below, and any additional energy-consumption related health and safety opportunities for the home will be evaluated and communicated to you by the trade ally during the audit process.

## Direct install measures

In the Low-Income Solutions Program, energy-efficient products are furnished and installed at no additional cost to Entergy Arkansas customers. The measures available for direct installation in eligible properties and locations include:

- 1.5 gallons-per-minute showerheads and faucet aerators (when existing fixtures have flow rates of 2.0 gallons-per-minute or greater and where the water heater is powered by electricity).
- Advanced power strips for qualifying home entertainment systems.
- Entergy Arkansas customers with qualified air conditioning systems and Wi-Fi may sign up for the Smart Direct Load Control Pilot Program. Smart Thermostat eligibility is based upon the presence of continuous Wi-Fi internet and agreement to participate in summer demand response events. Additionally, the residence cannot be a current participant in the Summer Advantage Program.



## Air conditioner tune-up

Any Entergy Arkansas Low-Income Solutions program customers who have central air conditioning or heat pump systems on site may qualify for an air conditioning tune-up. Customers who have participated in the previous five years will not be eligible.

The Entergy Arkansas air conditioner tune-up offering involves a diagnostic and service procedure that not only ensures the system is operating at peak efficiency (and lowest operational cost) but also identifies any shortcomings that are keeping the customer's system from doing so. After the tune-up is complete, it may be subject to a post-installation quality-assurance verification. After this is finished, the trade ally may then send in the incentive forms for payment.

## Duct sealing

Any Entergy Arkansas Low-Income Solutions Program customer that uses a central duct system for heating and cooling the home may qualify for duct sealing based on the total system leakage and opportunity for improvement. Duct sealing involves addressing air leaks in the home's ductwork being reduced through the application of long-lasting materials. Only homes with a functioning central heat and air system are eligible for this service.

## **Air sealing**

Any Entergy Arkansas Low-Income Solutions program customer who has substantial air leakage qualifies for air sealing. Sealing may include weatherstripping or caulking around doors or windows. Air sealing may also include using spray foam in plumbing penetrations and large holes in sheetrock and anywhere air can escape to the exterior. The air sealing consists of using industry standard materials and methods to reduce air infiltration and exfiltration. After the air sealing is complete, it may be subject to a post-installation quality-assurance verification. Only homes with a functioning central heat and air system are eligible for this service.

## **Ceiling insulation**

Customers with existing insulation of R-14.9 or less will qualify for insulation to bring their home up to code of R-38. Upgrade eligibility is based upon existing R-value and square feet of ceiling insulated. Existing insulation is calculated based on its overall depth multiplied by the values listed in the Residential Insulation Guide for R-value of existing Attic Insulation, and not by the perceived condition or density of the insulation. Spaces with distinct different depths or insulation mediums should be billed for separately. Only homes with a functioning central heat and air system are eligible for this service.

## **Smart thermostat**

Entergy Arkansas customers with qualified air conditioning systems and Wi-Fi may sign up for the Smart Direct Load Control offering. Participating trade allies will assist customers to complete the application during the Low-Income Solutions visit. Smart thermostat eligibility is based upon presence of continuous Wi-Fi internet. Customers can also choose to participate in summer demand response events.

## **Program quality management**

### **Post-verification**

Completed projects are subject to a post-installation verification, selected on a random basis. Typically, 10% of all homes that participated in the program will be selected for the verification.

If it is determined that an on-site post-verification is going to be performed, a program representative will contact the customer to schedule the property site verification.

By receiving a program service, the customer agrees to allow an on-site post-verification after work is completed.

## Terms and conditions

These terms and conditions are only valid for service completed on or after Jan. 1, 2024. Only trade allies may submit applications for incentive consideration for the Low-Income Solutions program.

**ENERGY AUDIT REPORT:** The energy audit report provides the customer with a compiled review of energy-saving measures installed throughout the property, as well as recommendations related to energy efficiency programs available. Entergy Arkansas is not responsible for lost documentation.

**ELIGIBILITY:** Participants must be Entergy Arkansas electric utility customers with a working central air conditioner or heat pump. For homes without working central air conditioning, the home must have central electric heating. The participant represents that he/she meet the LIHEAP criteria to participate. Funds are limited, and services are available to Entergy Arkansas electric customers on a first-come, first-served basis. In order for participants to qualify for measures such as Air Sealing, Duct Sealing and Air Conditioning Tune-up incentives, the service must be performed by an Entergy Arkansas trade ally. For other Entergy Arkansas programs, please visit [entergyarkansas.com](http://entergyarkansas.com).

**APPROVAL AND VERIFICATION:** Entergy Arkansas reserves the right to verify the delivery of services and to have reasonable access to the participant's residence to verify the performance of energy efficiency direct install measures and/or energy efficiency work. Prior to any payment of incentives, Entergy Arkansas reserves the right to verify sales transactions. The customer's trade ally will verify that the installed energy-saving measures meet all applicable building codes; zoning laws; local, state and federal requirements; and other relevant requirements. The customer's trade ally is responsible for any applicable permits as required by law. Outdoor temperatures and other weather conditions may affect this verification process. The participant acknowledges and agrees to participate if his/her home is selected for a quality-control post-installation verification by Entergy Arkansas or it's program implementer ICF. No warranty is expressed or implied by this verification.

**PAYMENT:** Each measure may only receive one full incentive payment from Entergy Solutions within the life of the measure.

**TAX LIABILITY:** The participant is responsible for declaring and paying any and all applicable federal, state and local taxes that may be owed on any incentive. Entergy Arkansas will not be responsible for any tax liability that may be imposed on the customer as a result of the delivery of the energy efficiency measures. Please contact your tax professional for more information.

**REMOVAL OF EQUIPMENT:** The customer agrees, as a condition of participation in the program, to allow removal and disposal of the equipment being replaced by energy efficiency measures in accordance with all laws, rules and regulations. The customer agrees not to reinstall any newly installed equipment anywhere in Arkansas or transfer it to any other party for installation in Arkansas.

**ENDORSEMENT:** Entergy Arkansas does not endorse any particular manufacturer, product, system design, claim, trade ally or service in promoting this program.

**INFORMATION RELEASE:** The participant agrees that Entergy Arkansas may include participant's name, address, Entergy Arkansas account number, Entergy Arkansas services and resulting



energy savings in reports or other documentation submitted to the program implementer on Entergy Arkansas' behalf and/or the Arkansas Public Service Commission. Entergy Arkansas will treat all other information gathered in evaluations as confidential, and the information in the reports shall be in the aggregate, where practicable.

**AUTHORIZATION AND RELEASE INFORMATION:** Participant understands his/her name, photograph, or other recordation(s) of his/her image, likeness, or voice, and/or his/her testimonial and made on behalf of ICF or ICF clients may be used in connection with ICF's business, including without limitation with respect to publicizing and promoting the Entergy Solutions energy efficiency program. Participant authorizes ICF to use his/her name, photograph, or other recordation(s) of his/her image, likeness, or voice and any testimonial provided.

Participant hereby irrevocably authorizes ICF to copy, exhibit, publish or distribute the testimonial for purposes of publicizing the Entergy Solutions' energy efficiency programs or for any other lawful purpose. These statements may be used in printed publications, reports, multimedia presentations, on websites or in any other distribution media.

**LIMITATION OF LIABILITY:** ENTERGY ARKANSAS' AND PROGRAM IMPLEMENTER ICF'S LIABILITY IS LIMITED TO PAYING THE INCENTIVE SPECIFIED. IN NO EVENT WILL ENTERGY ARKANSAS OR ICF BE LIABLE WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, WARRANTY OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CONNECTED WITH OR RESULTING FROM PARTICIPATION IN THE PROGRAM. ENTERGY ARKANSAS RESERVES THE RIGHT TO NOT PAY THIS INCENTIVE IF THE APPLICATION FORM AND ALL REQUIRED ADDITIONAL INFORMATION ARE NOT COMPLETE OR ACCURATE.

**LIABILITY WAIVER:** By executing an Enrollment Form, the customer voluntarily agrees not to hold Entergy Arkansas, ICF, its trade allies or any of their affiliates, directors, officers, employees, agents, or contractors liable for any illness or injury. Customer further agrees not to engage in any inappropriate actions or otherwise endanger the safety or health of same.

**WARRANTIES:** Entergy Arkansas and ICF do not warrant the proper completion of work or performance of installed or serviced equipment, expressly or implicitly. Entergy Arkansas and ICF do not endorse, guarantee or warrant any particular manufacturer or product, and Entergy Arkansas and ICF provide no warranties, expressed or implied, for any products or services. Entergy Arkansas and ICF make no warranties of any kind, whether statutory, expressed or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding energy efficiency measures. Entergy Arkansas and ICF make no guarantee of energy-saving results by receiving measure installation. The customer acknowledges that neither Entergy Arkansas nor ICF nor any of its consultants are responsible for ensuring the design, engineering or installation of the measures is proper or complies with any particular laws (including patent laws), codes or industry standards. Customers should contact their independent contractors for details regarding equipment performance and warranties.

**PROPERTY RIGHTS:** The participant represents that he/she has the right to complete and/or install the energy-saving equipment on the property on which the equipment is completed and/or installed and that any necessary landlord's or tenant's consent, as the case may be, has been obtained.

**RENTER'S CERTIFICATION:** Renter certifies that he/she has received consent from the landlord or homeowner for receipt of the energy audit and associated direct installation of energy efficient

measures.

**CUSTOMER’S CERTIFICATION:** Property manager/owner certifies that he/she has contracted for the received service(s) listed on the application at the defined location. Property manager/owner agrees that all information is true and that he/she has conformed to all program and equipment requirements listed.

**RIGHT TO REFUSE:** The Entergy Arkansas trade ally has the right to refuse service or end the delivery when confronted by a customer acting inappropriately or when facing an unsafe situation. “Inappropriate” includes but is not limited to the following: unreasonable demands for service, personally threatening or offensive language, threatening or erratic behavior or failure to comply with Arkansas Department of Health and/or any applicable health and safety recommendations. Authorized trade ally reserves the right to exclude any premises, or vicinity therein, deemed potentially unsafe or harmful.

**TERMINATION OF SERVICE:** Either party may terminate this agreement upon 30 days’ advance written notice. The trade ally shall be reimbursed for all services properly performed and approved up to the date of termination.

**CUSTOMER COMMUNICATION:** Participant agrees that Entergy Arkansas or Entergy Arkansas’ program implementer may contact participant via mail, phone, text message or email in connection with the program, including quality assurance communication.

**AUTHORIZATION, PROGRAM CHANGES, SUSPENSION OR CANCELLATION:**

Entergy Arkansas may change the program requirements, incentives, or terms and conditions, including suspending acceptance of applications or terminating the program, at any time without notice.

**MISCELLANEOUS:** These terms and conditions constitute the agreement between the parties and supersede all other communications and representations. By executing an Enrollment Form, the customer agrees to be bound by these terms and conditions.

**PRIVACY POLICY:** You may view Entergy’s privacy policy at [entergy.com/privacy-policy/](https://www.entergy.com/privacy-policy/).

## Disclaimer

Neither Entergy Arkansas nor ICF makes any guarantee or any other representation or warranty, expressed or implied, as to the quality or effectiveness of any product(s) provided or work(s) performed through this program.

Energy efficiency gains are subject to a number of variable conditions and circumstances. While it is the intent of the program to achieve energy efficiencies, neither Entergy Arkansas nor ICF guarantees or warrants that any specific energy efficiency gains will be achieved for a particular customer participating in the program.